

CBSE Test Paper - 02
Chapter - 6 Staffing

1. Staffing is very important function these days because of _____ **(1)**
 - a. Complicated behaviour of human beings
 - b. All of these
 - c. Advancement of technology
 - d. Increasing size of organisation

2. Selection is done after the _____ **(1)**
 - a. Performance Appraisal
 - b. Training
 - c. Placement
 - d. Recruitment

3. Lectures and Conferences are method of _____ **(1)**
 - a. Development
 - b. Recruitment
 - c. Training
 - d. Selection

4. Under which method of training, employees are shifted from one job position to another: **(1)**
 - a. Training
 - b. Job Rotation
 - c. Promotion
 - d. Transfer

5. Name the concept which relates to the following:
 - a. Searching for prospective candidates.
 - b. Choosing the most suitable candidate to fill the vacant job. **(1)**

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6. “Staffing ensures higher performance by placing right person on the right job”. Is this statement true or false? **(1)**
 7. Alpha Enterprises is a company manufacturing water geysers. The company has a functional structure with four main functions production, marketing, finance and human resource. As the demand for the product grew, the company decided to hire more employees. Identify the concept which will help the Human Resource Manager in deciding the actual number of persons required in each department. **(1)**
 8. It is defined as the management function of hiring and developing the required personnel to fill in various positions in the organisation. Mention the term. **(1)**
 9. Name and define the process that helps in choosing the best person out of a number of prospective candidates for a job. **(3)**
 10. How does staffing help to ensure optimum utilization of human resources? **(3)**
 11. The workers of ‘Vyam Ltd.’ are unable to work on new and hi-tech machines imported by the company to fulfil the increased demand. Therefore, the workers are seeking extra guidance from the supervisor. The supervisor is overburdened with the frequent calls of workers.
Suggest how the supervisor, by increasing the skills and knowledge of workers, can make them handle their work independently. Also state any three benefits that the workers will derive by the decision of the supervisor. **(4)**
 12. Describe why staffing is taken as a part of human resource management? **(4)**
 13. Describe briefly the steps involved in the process of staffing. **(5)**
 14. State the steps in the selection procedure after the employment interview and before the job offer. **(5)**
 15. Anoop Gaur started ‘Cat’s Eye’, a company for providing cyber security solutions to businesses. Its objective is to prevent, detect, respond to cyber attacks and protect critical data. He was a hardworking software engineer and an expert in cybersecurity. His reputation grew by leaps and bounds as he was not only a person of integrity but also did his work with utmost honesty and sincerity. The business

started growing day-by-day.

He was delighted when he was offered a big project by the Ministry of Science and Technology. While working on the project he found that the volume of work made it impractical for him to handle all the work by himself. Therefore, he decided to expand the team. The company maintained a close liaison with an engineering college in the state. During a campus placement, Aarav and Pranshi were appointed to work for the new project.

He found the new employees capable, enthusiastic and trustworthy. Anoop Gaur was thus, able to focus on the objectives and with the help of Aarav and Pranshi, the project was completed on time. Not only this Anoop Gaur was also able to extend his area of operations. On the other hand, Aarav and Pranshi also got opportunities to develop and exercise initiative.

- i. Identify and explain briefly the concept used by Anoop Gaur in the above case which helped him in focusing on the objectives.
- ii. Also, explain any four points of importance of the concept identified in part (i). **(6)**

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Answer

1. b. All of these

Explanation:

In small companies, the top management generally performs this function. In medium and small scale enterprise, it is performed especially by the personnel department of that concern.

2. d. Recruitment

Explanation:

selection is the process of screening and selecting the suitable candidate. Selections always starts where recruitment ends.

3. a. Development

Explanation:

Through lecturers/conferences trainees learn processes, procedures etc. So its the method of development of trainee

4. b. Job Rotation

Explanation:

Job Rotation is a management approach in which employees are shifted between two or more assignments or jobs in a planned manner. This is done at regular intervals of time. The objective behind this is to expose them to all verticals of an organization.

5. a. Searching for prospective candidates is called recruitment. It can be internal or external.

b. Choosing the most suitable candidate to fill the vacant job is called selection. It involves test, interviews etc.

6. True. Staffing ensures higher performance by placing the right person on the right job by proper recruitment and selection. Employees are given a place according to their qualifications.

7. 'Work load analysis' is the concept which will help human resource manager in deciding the actual number of persons required in each department. Workload

analysis is a methodology to determine the time, effort, and resources necessary to carry out the department's operations.

8. Staffing The process of hiring suitable candidates according to their knowledge and skills in an organisation is termed as staffing.
9. Choosing the best person out of a number of prospective candidates for a job is called Selection. It can be defined as the process by which qualified applicants are selected by means of various tests in predetermined numbers, out of large number of applicants.
10. Staffing is concerned with distributing the work among the employees according to their qualification, experience and interest. It avoids overlapping of activities and wastage of material and ensures optimum utilization of the human resources. It reduces the labor costs and avoids disruption of work by indicating in advance the shortages of workers. Moreover, the Human Resource Manager, who performs the Staffing function is entrusted with the responsibility of identifying the requirement of labor as per the need of the work and fulfill it at the earliest.
11.
 - i. The supervisor may provide Vestibule training to the workers in order to enable them handle their work independently. Vestibule Training is a term for near-the-job training, as it offers access to something new (learning). Vestibule training is a popular method for providing off the job training during which the trainees learn their jobs on the equipment they will be using at their actual workplace. This is usually done when employees are required to handle sophisticated machinery and equipment. A vestibule is a large entrance or reception room or area.
 - ii. The benefits of imparting training to the employee are as follows:
 - a. The economy in Operations: Trained personnel will be able to make better and economical use of materials and type of equipments. Wastage will be low. In addition, the rate of accidents and damage to machinery and equipment will be kept to the minimum by the well- trained employees. These will lead to less cost of production per unit.
 - b. Greater Productivity: A well-trained employee usually shows greater productivity and higher quality of work-output than an untrained employee. Training increases the skills of the employees in the performance of a particular job. An increase in the skills usually helps to increase both the quantity and quality of output.

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12. Staffing is the most important part of Human resources management as it develops manager and human element of enterprise consider their knowledge, skill, talent. It function within the scope of human resources department. Human resource management is that part of general management which is specifically concerned with the human resources in an organisation. Without human resources, non-human resources {e.g., materials, machines, money} remain idle. To activate non-human resources, the use of human resources is essential. Human resource management may be defined as the art of procuring, developing and maintaining competent workforce to achieve organisational goals efficiently. Human resource management aims at relating the people at work with the activities necessary to achieve the organisational goals.
13. Staffing is referred as both line and a staff activity. Steps involved in the staffing process are: Manpower Planning: The organization estimates the total manpower requirement by considering all the departments of the organization. It is not only about the number of people but also the type of people. Three steps are involved in manpower planning; a) Workload analysis, b) Workforce analysis and c) Comparing both to find out requirement. Recruitment: Recruitment refers to the process of inducing people to apply for the job. The requirements can be fulfilled from inside the organisation by promotions and transfers. To recruit people from outside the organisations contact various placement consultants or advertise in the newspaper. Selection: Selection refers to selecting the most suitable candidate to fill the vacant job position. It involves test, interviews, etc. Selected candidates are less than the number of rejected candidates, that's why this method is also called a negative process. Placement and Orientation: Placement refers to occupying of the post for which he is selected. Orientation refers to the introduction of new employee to the existing employees. Induction: it is concerned with the process of introduction of a new employee to the organization. Training and development: To improve the competency of employees and to motivate them. It is more accurately considered as a process of skill formation and behavioural change. Performance appraisal: Promotion and Compensation are given on the basis of performance appraisal.
14. i. **Receiving Applications**: Once the individual qualifies the preliminary interview he is required to fill in the application form in the prescribed format. This application contains the candidate data such as age, qualification, experience, etc.

This information helps the interviewer to get a fair idea about the candidate and formulate questions to get more information about him.

- ii. **Screening Applications:** Once the applications are received, these are screened by the screening committee, who then prepare a list of those applicants whom they find suitable for the interviews. The shortlisting criteria could be the age, sex, qualification, experience of an individual. Once the list is prepared, the qualified candidates are called for the interview either through a registered mail or e-mails.
 - iii. **Employment Tests:** In order to check the mental ability and skill set of an individual, several tests are conducted. Such as intelligence tests, aptitude tests, interest tests, psychological tests, personality tests, etc. These tests are conducted to judge the suitability of the candidate for the job.
 - iv. **Employment Interview:** The one on one session with the candidate is conducted to gain more insights about him. Here, the interviewer asks questions from the applicant to discover more about him and to give him the accurate picture of the kind of a job he is required to perform. Also, the briefing of certain organizational policies is done, which is crucial in the performance of the job. Through an interview, it is easier for the employer to understand the candidate's expectations from the job and also his communication skills along with the confidence level can be checked at this stage.
 - v. **Checking References:** The firms usually ask for the references from the candidate to cross-check the authenticity of the information provided by him. These references could be from the education institute from where the candidate has completed his studies or from his previous employment where he was formerly engaged. These references are checked to know the conduct and behavior of an individual and also his potential for learning new jobs.
 - vi. **Medical Examination:** Here the physical and mental fitness of the candidate are checked to ensure that he is capable of performing the job. In some organizations, the medical examination is done at the very beginning of the selection process while in some cases it is done after the final selection. Thus, this stage is not rigid and can take place anywhere in the process. The medical examination is an important step in the selection process as it helps in ascertaining the applicant's physical ability to fulfill the job requirements.
15. i. Anoop Gaur has used 'Campus Recruitment' as a source of external recruitment

which helped him in achieving his objective.

Campus recruitment: It refers to recruitment from educational institutions. Some big organizations remain in touch with the educational institutions with the proposal of recruiting young talented people. These persons come from colleges, universities, management institutes, technical institutes etc. These institutions have placement cell each with the purpose of helping their young students to find suitable jobs. The human resources managers of various companies get in touch with these placement cells and obtain suitable persons for appointment. The recruiters of the organizations visit various professional colleges, technical institutes to recruit fresh graduates or the people with the latest technical know-how. This type of requirement is more common for engineers, computer programmers, MBAs, etc. Organisations prefer this mode because fresh graduates can be moulded according to the organisation's requirement easily.

ii. Importance of external source of recruitment are:

- a. **Fresh talent:** The entry of fresh talent into the organization is encouraged. New employees bring new ideas to the organization.
- b. **Wider choice:** As a mode of external recruitment, the organization gets a wider choice.
- c. **Qualified personnel:** By using this mode, the management can get qualified and trained persons.
- d. **Latest technical knowledge:** Through campus placement, the organization gets employees with the latest technical knowledge.